

TENNESSEE DEPARTMENT OF FINANCE AND ADMINISTRATION
IT Manager Sr. - Workstation Support for Middle TN and Metro/Regional Areas

Job Summary: Reports to the Workstation Director supporting Workstation Support for the Middle TN and Metro/Regional Areas within Strategic Technology Solutions, is responsible for management of information technology and workstation support services being delivered to multiple consolidated state departments.

Responsibilities:

- Managerial duties include hiring , evaluating staff skills and creating training plans and approving time worked and time off using the State's system.
- Develop and maintain individual performance plans to evaluate team member's performance and adhere to the State's performance evaluation policies.
- Recruit, build and maintain the team supporting the State's Workstation Consolidation within the Middle TN and Metro/Regional areas.
- Oversee the hardware and software replacement and deployment strategy for the enterprise (approximately 800-900 monthly) in addition to the surplus efforts (900+ per month) while creating and implementing strategies and solutions to ensure customer satisfaction across multiple state agencies.
- Interface with Executive Management, Agency IT Directors, Project Managers, Supervisory and subordinate staff to ensure service delivery meets or exceeds agreed upon service level agreements (SLAs).
- Provide oversight on the delivery of highly technical and advanced technology services to multiple state agencies and all levels of staff including VIP staff and Commissioners.
- Review and understand newly developed technologies, their scope and limitations, and where they can fit into the overall product suite and future goals of the organization.
- Provide direction and support to Executive Management and VIP staff to make decisions on purchases, inventory and vendor relations.
- Create and deliver presentations to peers and leaders at an executive level and have a proven track record of exhibiting strong leadership, vision, and the ability to develop clear technology paths within a fast paced environment and customer facing role with changing criteria based on business needs.
- Establish strategies and priorities of Workstation Support.
- Develop staff skillset in the various tools used by the Workstation Support.
- Maintain and promote effective customer service relationships with users, business owners, and agency leadership.

Minimum Qualifications: Graduation from an accredited college or university with a bachelor's degree and five years of professional level experience in information technology. At least three of the five years must include supervisory experience.

- Excellent interpersonal, written, and verbal communication skills
- Comfortable interacting with various levels of management and coworkers
- Excellent time management, organization, and prioritization skills

Preferred Qualifications:

- Experience with ServiceNow is a plus
- Prior state government experience is a plus
- Experience with Excel

Knowledge, Skills, Abilities, Competencies:

- Decision Quality
- Problem Solving
- Developing Direct Reports and Others
- Directing Others
- Conflict Management
- Hiring and Staffing
- Drive for Results
- Organizational Agility
- Building Effective Teams
- Motivating Others

The State of TN is an Equal Opportunity Employer.

Resumes should be submitted via email to EIT.Resumes@tn.gov

Pursuant to the State of Tennessee's Workplace Discrimination and Harassment policy, the State is firmly committed to the principle of fair and equal employment opportunities for its citizens and strives to protect the rights and opportunities of all people to seek, obtain, and hold employment without being subjected to illegal discrimination and harassment in the workplace. It is the State's policy to provide an environment free of discrimination and harassment of an individual because of that person's race, color, national origin, age (40 and over), sex, pregnancy, religion, creed, disability, veteran's status or any other category protected by state and/or federal civil rights laws.